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September 16, 2019

VIA EMAIL

Ruralbroadband@nebraska.gov  
Mr. Ed Toner, Chair  
Nebraska Rural Broadband Task Force  
c/o Nebraska Information Technology Commission  
Officer of the Chief Information Officer  
501 South 14th Street, 4th Floor  
P.O. Box 95045  
Lincoln, NE 68509-5045

Re: Update to Hamilton Telecommunications Data in the Rural Broadband Task Force Findings and Recommendations Draft – August 12, 2019

Dear Mr. Toner:

I want to thank you and the other members of the Task Force for the time, effort and dedication over the past year to explore solutions to improve broadband deployment in Nebraska. We support the work of the Task Force and believe that the draft Findings and Recommendations published on August 12, 2019 (the “Findings”) are a step in the right direction.

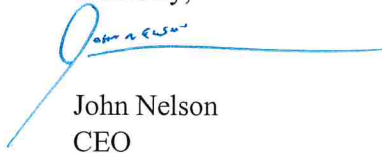
While reviewing the Findings, we identified some company-specific data that is either inaccurate or, taken without explanation, misleading. We want to take this opportunity to either correct or explain this data, as we take tremendous pride in the service that we provide our customers and believe that we are making great strides to provide high-speed broadband to every household in our exchanges.

- (1) One page 4 of Appendix 2 of the Findings, it indicates that 9.5% of Hamilton County residents were able to receive 25/3 Mbps broadband in 2017. As Hamilton Telecommunications’ exchanges encompass most of the county, we want to clarify that, while this number is accurate, we believe it is misleading. At the time, the technology used to serve our customers allowed for download speeds that far exceeded 25 Mbps; however, the same technology limited upload speeds to less than 3 Mbps. Today, 100% of our residents in our exchanges have access to 25/3 Mbps speeds, with 39% having access to 1 Gig. As mentioned to you during your visit to Hamilton as part of the Nebraska Information Technology Commission meeting on July 25<sup>th</sup>, we are in the middle of a fiber-to-the-home project and our goal is that every resident in our exchanges, both urban and rural, will have access to 1 Gig within the next three years.
- (2) Another item we would like to clarify is on page 9 of Appendix 9 regarding speeds available to libraries. The Appendix shows that the Alice M. Farr Library in Aurora had access to 3.01-6.0 Mbps maximum download speed in 2017; however, at that time, the Library was receiving broadband speeds of 18/2 Mbps. In 2017, the Library was offered speeds up to 100/20 Mbps but they elected not to upgrade their service at that time. Again, we point this out only to correct what we believe is data that misrepresents

the quality of service that we offer to our customers. It is ultimately the customers decision as to what speed they purchase, and our job is to provide them quality service at the selected level.

Again, we appreciate this opportunity to clarify what we believe are inaccurate or misleading company-specific data in the Findings. Please do not hesitate to contact me if you have any questions about this letter or the services we provide at Hamilton Telecommunications. We look forward to reviewing the final report in the coming weeks.

Sincerely,



John Nelson  
CEO

cc: Senator Curt Friesen  
Commissioner Mary Ridder